Position Overview – IT Manager

The Information Technology Manager serves as the strategic leader of technology infrastructure and systems, ensuring seamless operations across all business functions. This role oversees enterprise systems, cybersecurity, IT support, and technology strategy while providing hands-on technical expertise to keep the organization running efficiently. The ideal candidate combines deep technical knowledge with business acumen, exceptional problem-solving skills, and the ability to translate complex technical concepts for non-technical stakeholders.

Location: Wellsville, NY on-site, not remote

Pay Scale: $70,000 – $85,000/yr

Structure: Full-time employee

Benefits: Health insurance, 401(k) match, PTO

Key Responsibilities

Enterprise Systems & ERP Management

- Serve as primary administrator for ViewPoint ERP system, including job costing configuration, posting error resolution, and custom report development
- Provide user training and ongoing support for ViewPoint and other business-critical applications
- Manage QuickBooks administration, software integrations, and financial system troubleshooting
- Create and maintain Crystal Reports and custom data exports for business operations
- Troubleshoot system errors, posting issues, and workflow disruptions across all enterprise platforms

- Maintain and update digital templates and forms, including subcontract templates and business documents

Infrastructure & IT Operations

- Manage computer lifecycle from procurement through deployment, maintenance, and secure disposal
- Configure new employee workstations including software installation, drive mapping, and system access
- Maintain and upgrade network infrastructure, servers, and telecommunications systems
- Coordinate hardware maintenance, replacements, and technology refresh cycles
- Manage printer/scanner fleet, coordinate repairs, and maintain office technology equipment

Cybersecurity & Compliance

- Administer multi-factor authentication systems (DUO) and manage user access controls
- Monitor and enforce security training compliance across the organization
- Manage email security platforms, spam filtering, and threat prevention systems
- Oversee secure data disposal and coordinate electronic waste recycling
- Maintain system access protocols, user permissions, and server group assignments

Vendor & Software Management

- Manage Microsoft 365 administration, licensing, and subscription renewals
- Oversee software licensing for construction-specific tools (Bluebeam, project management systems)
- Review, approve, and process IT-related invoices and credit card purchases
- Coordinate with technology vendors for support, maintenance, and system implementations
- Negotiate telecommunications contracts and manage mobile device programs

User Support & Training

- Provide responsive technical support for software, hardware, and system issues
- Train employees on enterprise systems, new software deployments, and technology tools
- Manage email accounts, phone systems, and mobile device configurations
- Create documentation and user guides for common technical processes
- Troubleshoot virtual timeclock systems and coordinate fixes with vendors

Strategic Technology Leadership

- Develop and execute technology roadmap aligned with business objectives
- Evaluate emerging technologies and recommend strategic investments
- Plan and coordinate major system upgrades, migrations, and implementations
- Partner with department leaders to understand technology needs and improve workflows
- Maintain disaster recovery plans and ensure business continuity preparedness

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Qualifications

- Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent experience)
- 5–7 years of progressive IT experience with increasing leadership responsibility
- Strong expertise in enterprise systems administration, particularly ERP platforms (ViewPoint experience highly valued)
- Proven experience with Microsoft 365, Active Directory, network infrastructure, and cybersecurity
- Experience supporting construction or project-based business environments preferred
- Excellent troubleshooting skills and ability to diagnose complex technical issues

- Strong communication skills to explain technical concepts to non-technical audiences
- Ability to balance strategic planning with hands-on technical execution
- Relevant certifications (MCSE, CCNA, CISSP, or similar) preferred but not required

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Performance Metrics (KPIs)

- System uptime and availability for critical business systems
- Average resolution time for technical support tickets
- User satisfaction scores with IT support and system performance
- Security training completion rates and compliance across organization
- Successful completion of technology projects within timeline and budget
- Reduction in recurring technical issues through process improvements
- Effectiveness of ViewPoint ERP system performance and user adoption
- IT budget adherence and cost optimization

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor or management.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. The above statements are not meant to be all inclusive. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.